

**GRAND JUNCTION CITY COUNCIL
ADDITIONAL WORKSHOP AGENDA
FEBRUARY 13, 2006, 11:30 A.M.
TWO RIVERS CONVENTION CENTER
159 MAIN STREET**

- 11:30 am **DEVELOPMENT REVIEW PERFORMANCE MEASUREMENTS:**
Community Development Staff will present options for process changes
and measurements to be used in the Community Development
Department. [Attach 1](#)
- 1:00 pm **ADJOURN**

**Attach 1
Development Review Performance Measures**

CITY OF GRAND JUNCTION

CITY COUNCIL AGENDA						
Subject		Community Development Department Process Measures				
Meeting Date		February 13, 2006				
Date Prepared		February 9, 2006				
Author		Bob Blanchard		Community Development Director		
Presenter Name		Bob Blanchard		Community Development Director		
Report results back to Council			No	X	Yes	When To Be Scheduled
Citizen Presentation			Yes	X	No	Name
X	Workshop		Formal Agenda			Consent
						Individual Consideration

Summary: During the adoption of the 2006 – 2007 budget, four new staff positions were approved to help with the heavy development review workload. At that time, staff committed to exploring process changes and measurements. This report presents some suggestions and ideas for Council’s consideration.

Budget: N/A

Background Information: See attached Staff Report/Background Information

Attachments:

Proposed Development Review Process Changes And Measurements

BACKGROUND:

The 2006 - 2007 budget authorized four new staff positions that are directly related to the development review process. In addition to the new positions (two planners, an attorney and a fire inspector), an engineer was shifted from transportation planning to development review engineering.

Recruitment for the Senior Planner occurred in late 2005 and was filled in January, 2006 with the promotion of Scott Peterson. Because of the promotion, the recruitment did not address the need for additional planning staff since there is now a vacant Associate Planner position. The position is currently being advertised with the new Associate Planner position planned as a mid-year hire.

In addition to staffing, the budget also included funds to remodel parts of the Community Development Department to address the physical work environment. With the existing crowding, improvements will be limited but will include taller cubicle walls to try to reduce the ambient noise level, new work stations with larger work surfaces to better handle large drawings, the conversion of the small conference room into an office and the conversion of the public area and library space into a conference room extension to the large conference room – these conference rooms will be separated by a sliding door that can be opened for one large room when needed. The furniture is on order and the conference room renovation is currently being bid.

PROCESS CHANGES / MEASUREMENT:

With the approval of staffing requests for development review, staff committed to discussing ideas of how the process might be improved and measured. This has not been an easy task as we have grappled with exactly what should be monitored and what changes to the process should be made.

In anticipation of this discussion, other communities in Colorado were polled to identify process measurements and, with the assistance of Public Works, other local governments around the country were queried. Typically, both of these sources measured time factors such as:

- Percentage of time project comments were sent out on time;
- The length of time it takes for final project approval;
- Number of rounds of review between submittal and approval.

Measurements such as these are valid and fairly easy to monitor and report, but several intangibles may affect their validity. Things such as:

- Neighborhood concerns may result in delay as the applicants try to address them;
- The quality of the submittal could affect the length of review and the number of rounds of review;
- New issues that are identified as a result of complying with previous comments may result in extra rounds of review;

Review agencies may not be able to adhere to review timelines; and, Decision makers may affect the timeline by their action or inaction.

What has evolved from discussion of this topic is attached as Development Review Process Changes and Measurements. These are mostly process changes that would attempt to change some of the issues that have appeared recently as criticisms of the review process and the Community Development Department such as the attitude of staff and the length of the process:

1. While the issue of the attitude of individual staff members needs to be dealt with internally, the perception that City staff may not care about timely review could be dealt with offering meetings when there are multiple rounds of review or misunderstanding of Code requirements and by decreasing the time between submittal and determination of completeness.
2. The issue of the length of time it takes to get through the process can also be addressed by offering meetings to review comments and ensuring applicants understand what is required; striving for timely comments within a specified review time; and attempting to improve the quality of submittals through the offering of periodic training on the process and requirements of the City's development codes. Also, a proposal to format staff comments coupled with a requirement that the applicant certify there are no changes to the proposed development plans and engineering documents other than those contained in the responses may shorten the review since planners and engineers will not have to begin at the beginning each time to determine if changes have been made.
3. An idea that has some degree of application in Colorado is the concept of limiting the number of rounds of reviews or the total number of days that plans are in the process. The common understanding of this procedure is "X rounds of review and you're out." In the case of a set number of days in the system, the most familiar process of this type is found in Oregon where the requirement is a decision by the 120th day that a project is under review. The most common number is three rounds of review and after the third round, the project is forwarded to decision makers whether it's the Planning Commission, City Council or the administrative decision maker. The project is then either approved or denied. Under our current system of project review, conditional approvals are not utilized so the only choices would be approval or denial.

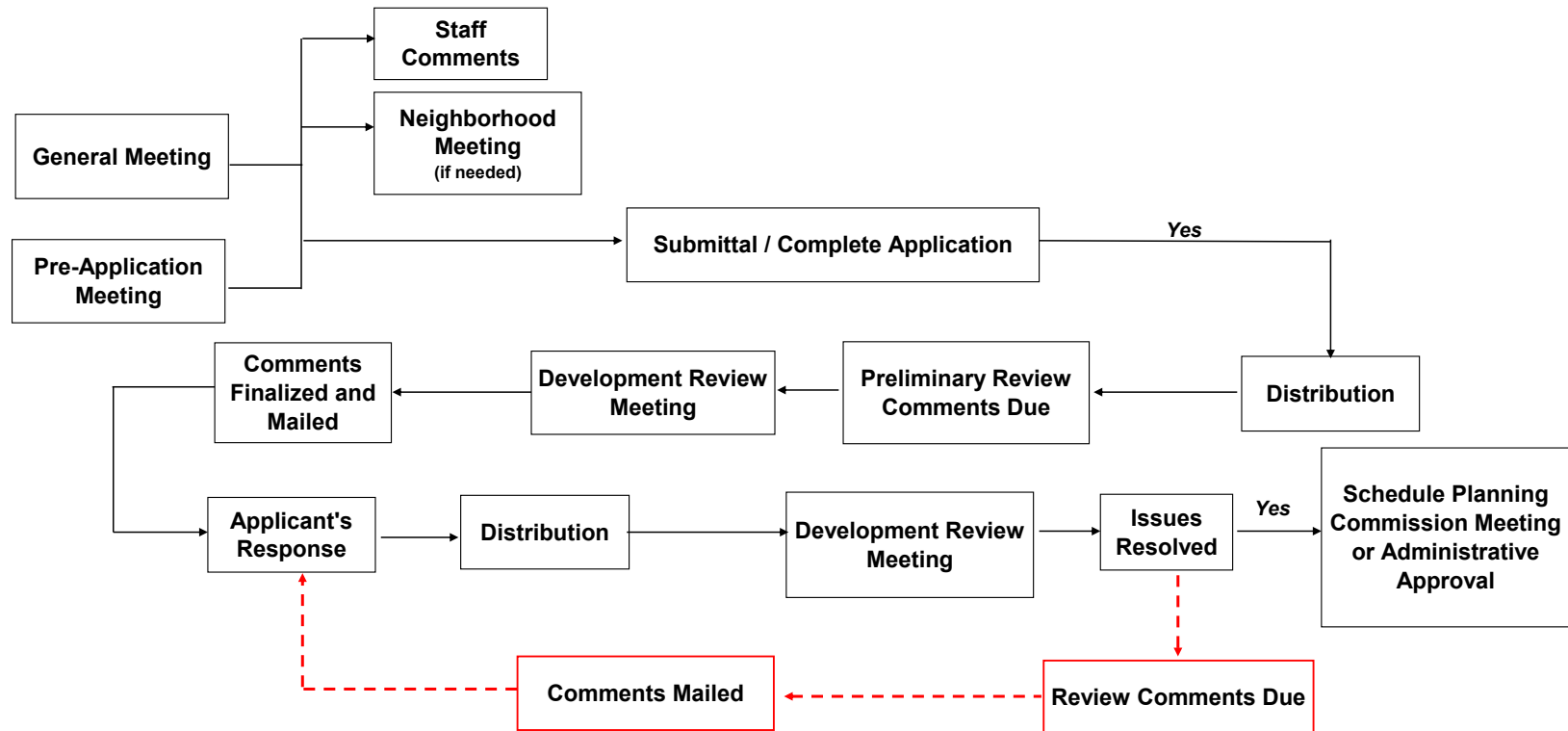
Perhaps the largest change that may affect the process is one of staff roles – the planning staff will take a larger role as project managers. Examples include doing quality control of review comments by reviewing them before they are sent to the applicant to ensure they are complete and accurate; along with development engineers, coordinating meetings as appropriate for complex projects and those that may have issues with completing the process; and, taking a larger overall role in determining when issues have had adequate responses. While this places a larger up-front burden on planning staff, it will enable them to use the City Attorney's office much more effectively

as our legal advisor when there are obvious issues that need legal assistance to resolve, rather than as project reviewers.

Staff would recommend that part of the workshop discussion include consideration of the need for public input before implementation of these changes.

Community Development, Engineering and legal staff will be attending the workshop. This will provide opportunity for Council members to ask questions not only of management but also those who actually carry out the day to day development review tasks.

Development Review Process



General Meetings and Pre-Application Meetings

Goal: To meet with a potential applicant in an informal setting to discuss a project and provide feedback and ideas. Formal pre-application meetings are recommended for more complex projects to better understand applicant's goals and to identify specific City requirements that may be unique to the proposal.

Objective: Provide complete and accurate comments based on the level of detail provided including accurate checklists for each submittal application required.

Monitor applications and determine those that may be expedited through over the counter meetings.

Provide a general description of the review process including requirements for neighborhood meetings, posting of the property and the completeness review.

Provide meeting notes to the applicant within 10 working days for over the counter meetings and five working days for all other.

Measurements:

Number of general meetings and percent that received meeting notes within recommended time

Submittal / Completeness Evaluation

Goal: To ensure complete submittals according to the adopted Submittal Standards For Improvements and Development manual (SSID) and notes from general and pre-application meetings.

Objective: Minimize the length of time between submittal and determination of completeness

Change the check in process from one day a week to review within three working days (requires a change from committee to individual and checklists)

Measurements:

Percentage of submittals being reviewed within the recommended time

Objective: Minimize the number of times a submittal is returned as incomplete

Clearly format the response letter to differentiate between requirements to be met (SSID, General / Pre-application meeting notes) and observations of non-compliance with the Code

If application is to be returned a second time, call for a meeting to occur prior to third submittal with the applicant and developer.

Measurements:

Number of applications requiring a third submittal

Number of meetings offered and how many were accepted and attended.

Review Process

Goal: To confirm in a timely and accurate review that projects are designed according to City rules and regulations that represent community values as interpreted by the City Council and do not compromise the safety and welfare of City residents.

Objective: Minimize the number of rounds of review

After the second round of review, reviewers will offer the opportunity to meet with the applicant and their representative(s) to review comments.

Measurements:

Number of applications requiring a third response (by type)

Number of meetings offered and how many were accepted and attended.

(See education section for additional elements to assist in improving the quality of submittals to lessen the number of rounds of review)

Objective: Provide complete and consistent comments on each round of review focusing on the first round.

The planner as project manager will review all comments before they are sent out to look for irrelevant, inconsistent comments and to ensure all necessary commenting agencies are included.

Develop formatted comment forms. Applicants will be expected to respond within the formatted document and certify that there are no other changes other than those noted in the response (an example of an existing form of formatted comments is attached).

Objective: Provide timely responses for each round of review

Confirm / establish mandatory deadlines for each round of review. If comments are not received in that time period it will be assumed that the submittal meets expectations.

Measurements:

If internal timelines are established, monitor the percentage of timely responses for each round of review.

Develop formatted comment forms. Applicants will be expected to respond within the formatted document and certify that there are no other changes other than those noted in the response.

Distribute second and all subsequent rounds of review to only those agencies commenting on the previous submittal unless major changes make additional review necessary.

Establish a technical review team that will conduct random reviews of projects to confirm timeliness, accuracy and consistency of comments.

Education

Goal: To provide opportunities to become acquainted with the development review process and review regulation primarily to assist in the ability for applicants to design projects according to adopted regulations.

Objective: Provide for better understanding of both the process and development regulations

To assist in the understanding of development regulations, provide a minimum of two educational opportunities per year to educate on specific sections of development codes.

Measurements:

Monitor the number of attendees and their profession

Continue to participate in GJ 101

Develop a handout to be used at the counter and in general / pre-application meetings to summarize the review process

Schedule regular opportunities for meetings between City staff, developers and consultants (similar to Engineer's breakfast meetings)

Measurements:

Monitor number of meetings and attendees

General Customer Service

Phone calls and emails will be returned within 24 hours

As determined by the project planner or development engineer, or as requested by the applicant, review departments and agencies will be brought together to meet with the applicant.

Reviewers should offer solutions to issues / problems. These comments should be clearly labeled in responses to not be confused with Code requirements.

Reviewers should anticipate future questions and problems. Examples include signage on commercial projects and special overlay requirements.

**Response To:
REVIEW COMMENTS
2nd Round**

RECEIVED
OCT 11 2005
COMMUNITY DEVELOPMENT
DEPT.

Page 1 of 2
October 10, 2005

FILE # PFP-2005-032(2) TITLE HEADING: Redlands Mesa, Filing 6

LOCATION: West Ridges Blvd

PETITIONER: Ron Austin - Redlands Mesa LLC

PETITIONER'S ADDRESS/TELEPHONE: 600 E. Hopkins Avenue #205
Aspen, CO 81611
970-925-4720

PETITIONER'S REPRESENTATIVE: Doug Thies – Thompson-Langford Corp
243-6067

STAFF REPRESENTATIVE: Kathy Portner

<p>NOTE: The Petitioner Is Required To SUBMIT And LABEL A Response To Comment For Each Agency Or Individual Who Has Requested Additional Information Or Revised Plans, Including The City, On Or Before 5:00 P.M., October 12, 2005.</p>

CITY COMMUNITY DEVELOPMENT

7/11/05

Kathy Portner

244-1446

1. Tract 9-2 must be conveyed to the Master Association by separate instrument. Please provide a copy of the deed and reference it on the plat. *A table for noting the recordation of the conveyance documents has been added to the plat.*
2. The plat must clearly define the No Disturbance zones as to the restrictions. *The following note has been added to the plat: "The No Disturbance Zones shown and described hereon cannot be disturbed in any manner by the Owner of the Lot or any other person. Disturbance shall include, without limitation, any grading, excavation, movement of rock formations, or construction of any kind. This prohibition shall be enforceable by the Association as if set forth in full as a covenant in the Master Declaration of Covenants, Conditions and Restrictions of Redlands Mesa. Wherever a No Disturbance Zone impacts a building envelope, the No Disturbance Zone shall control and there shall be no building or other disturbance in that portion of the building envelope."*
3. It appears there has been no attempt to mitigate the ridgeline view impacts. All but two of the profiles show that all of the house, and in some cases, a built up mound, will be clearly visible as viewed from Monument Road and/or South Camp Road. Some of the lots would allow for the building envelope to shift to minimize the view, and all of the lots would benefit from further restricting the height of the structures to a single level

with minimal roof slope. Additional mitigation measures must be proposed for us to support the final plan. *In an attempt to mitigate the ridgeline view impacts, the proposed plan showed the rear yard setbacks increased from 20' to 30. In addition, the building height between the 30' setback and a 40' setback was restricted to 26'. In an attempt to further define a building envelope and mitigate the impacts of the home construction on the views from Monument Road and South Camp Road, the petitioner is proposing additional restrictions.*

Further discussions with staff resulted in the petitioner taking a different approach to the ridgeline issue. This approach and solution is described in the enclosed study titled "Ridgeline Mitigation for Filing 6, Redlands Mesa PUD".

4. Because of the odd shape of the lots and the ridgeline concerns, building envelopes must be shown on a site plan to be recorded with the plat. The site plan can also show the Maximum structure height elevations for each lot. Please remove the bulk standards from the front page of the plat. *Building envelopes have been added to the Site Plan as described in the enclosed study titled "Ridgeline Mitigation for Filing 6, Redlands Mesa PUD"*
5. A note must be added to the site plan (to be recorded with the plat) stating that the builder must verify that the proposed structure is not exceeding the maximum structure height elevation. *A note stating "The builder must verify that the proposed structure is not exceeding the maximum structure height elevation" has been placed on the Site Plan.*
6. Plat note #1 refers to a DIA for Filing 6 recorded...2003. Will there be a DIA for Filing 6? Are there any required public improvements? If so, please provide the DIA and exhibit B and amend the year. *Yes there is a DIA, a copy of Exhibit B is included in this response. As with the others, a letter of credit will be used to secure the DIA at the time of platting.*
7. Tracts 9-1 and 9-2 must be shown as being conveyed by separate instrument. Please provide the conveyance document. *A table for noting the recordation of the conveyance documents has been added to the plat.*
8. If the Sanitary Sewer easement is a private easement (for a service line), it needs to be noted as being conveyed by separate instrument. Please provide the conveyance easement. *A table for noting the recordation of the conveyance documents has been added to the plat.*

CITY DEVELOPMENT ENGINEER

7/7/05

Eric Hahn

244-1443

No further comments.

CITY SURVEYOR

6/30/05

Peter Krick

256-4003

REVIEW COMMENTS: There are no additional comments or suggestions.

A field inspection will be performed immediately prior to recordation of the plat to verify that exterior boundary monumentation is in place and as noted.

An electronic copy of the final version of the plat shall be transmitted to Community Development.